Carers Support West Sussex Strategy 2015-2020 - Map 1

All adult carers in West Sussex are valued, listened to and have a strong voice in shaping services and their rights and needs met.

Values

CSWS puts carers at the heart of all we do to achieve the best personal outcomes for each carer

CSWS is committed to working together in partnership with carers and other organisations

CSWS welcomes innovation and creative, carer-led solutions to achieve results carers want

Strategic Aims CSWS aims to support carers to have a good quality of life and to be able to care for their own health and wellbeing.

CSWS aims to ensure carers have access to an early offer of information, guidance and support they need.

CSWS aims to support carers to be independent and choose a life alongside caring including social, education, work or volunteering.

CSWS aims to enable carers' voices to be heard and for carers to be recognised as 'expert partners' in care.

Carer Centred Objectives

Enabling Carers Voices to be heard

- Ensure we are carer-led and carers have every opportunity to help shape CSWS services.
- Enable carers to make the invisible visible by providing opportunities to consult and campaign for their rights.
- Encourage carers to have the skills, knowledge and confidence to be expert partners in care.

Engage, consult, and respond

- Engage and consult with adult and young adult carers to establish needs, goals and aspirations.
- Responding to the diverse needs and aspirations of local carers by delivering integrated services.
- Develop strong, formal and informal, creative and trusted partnerships with statutory and non-statutory organisations and local people to nurture carer-friendly town and village communities.

High quality services

- Increase carer choice and control through impartial personal, tailored information, guidance and support.
- Provide emotional and practical support to enable carers to achieve their goals - quality of life, personal health and wellbeing.
- Improve opportunities for carers to have a life alongside caring, to be active citizens, less isolated, and more connected to family, friends, work, volunteering, education, training, learning, leisure.
- Ensure equity of services across the county working to engage hidden carers and diverse communities.

Ensuring Financial Sustainability

Financial Objectives

- Ensure our income grows and income sources are diversified.
- Ensure services are managed within budgets and contractual obligations.
- Maintain positive relationships with funders, donors and partners.
- Ensure budgets are linked to delivering our values, aims and objectives.
- Use reserves prudently/allocate for development priorities.

Achieving Economic and Environmental Value

- Ensure that we are measuring the economic impact of our services
- Evidence unit costs, social capital/return on investment and early intervention/prevention value
- Implement our environmental policy and monitor its impact.

Carers Support West Sussex Strategy 2015-2020 – Map 2

Operational Objectives

Operational Policies and Procedures

- Ensure the organisation is legally compliant.
- Ensure that policies and procedures are complaint with PQASSO Level 1 and 2, Carers Trust Quality Award and Centre of Excellence, 2 Ticks, The Social Care Commitment, Helplines Partnership
- Have a clear communication plan to raise the carer profile, campaign for carer rights, promote CSWS impact.

Managing Resources and Risks

- Ensure resources are allocated to meet our vision, aims and objectives.
- Ensure CSWS has up-to-date technology and safe working environments.
- Maintain up-to-date risk assessments related to delivering our vision, aims and objectives.

Quality Assurance

- Use consultation, needs, and internal and external environment scanning to inform medium and long-term plans, monitoring and evaluation and Quality Standards.
- Achieve and comply with PQASSO Level 1 and 2, Carers Trust Quality Award and Centre of Excellence, 2 Ticks, Helplines Partnership accreditation and The Social Care Commitment, Quality People, Quality Care.

Operational Objectives

Strong Governance, Leadership and Management

- Ensure a spread of strategic, management and stakeholder knowledge is represented at Board and leadership level.
- Ensure the external operating environment informs development of the organisation's strategy, policies and procedures.
- Ensure the Board and Leadership Team communicate a clear vision, aims and objectives to enable staff to deliver to high standards and meet targets.
- Embed a culture of continuous improvement and innovation.

Training and Development

- Ensure the Board, staff and volunteers have access to learning and development needed to achieve the vision, aims, objectives and quality standards.
- Keep Quality under review and use QA to inform improvements to service delivery.
- Ensure supervision and appraisal processes include training and development opportunities.
- Regularly review the performance of the Board.

Performance Management

- Have a clear monitoring and evaluation framework to measure social, economic and environmental impact and value
- Have internal service and team plans with SMART targets to measure performance against contracts and monitoring and evaluation framework outputs and outcomes.
- Ensure all staff work to fulfil our vision, values and 'Think Carer' Behaviours.
- Review progress and achievements against annual Business Plan, update and report to the Board.